



COUNTY OF SAN DIEGO  
**Great Government Through the General Management System – Quality, Timeliness, Value**  
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

UNCLASSIFIED

PER DIEM COMMUNICATIONS DISPATCHER I

Class No. 000750

■ CLASSIFICATION PURPOSE

To receive, evaluate, and act upon emergency and non-emergency telephone communications in the areas of law enforcement, fire, medical, and local government operations; to respond to database inquiries via radio and perform other support duties; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

Positions in this class are allocated only to the Sheriff's Department, Law Enforcement Support Services Bureau, Communications Section. A Per Diem Communications Dispatcher I is responsible for handling emergency and non-emergency telephone communications, respond to database inquiries via radio, and perform other support duties for the Sheriff's Communications Center. This class differs from the Per Diem Communications Dispatcher II in that the latter is primarily responsible for operating radios to dispatch Sheriff's patrols and other emergency-related response services. Positions in this class are paid on an hourly basis.

■ FUNCTIONS

**The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.**

Essential Functions:

1. Answers telephone to receive reports of emergency and non-emergency medical, fire, crime, and traffic complaints involving public peace and safety.
2. Elicits information from callers; documents and evaluates complaints.
3. Receives and responds to complaints.
4. Performs database inquiries and provides information to law enforcement representatives.
5. Determines appropriate jurisdiction of incident and decides upon/takes proper action to resolve complaints.
6. Operates telephone (TTD) equipment for the deaf community.
7. Formats rough draft messages.
8. Tickets entry into the Automated Regional Justice Information System (ARJIS) computer application system.
9. Assigns identification codes and numbers to incoming and outgoing messages.
10. Searches resource information for wants/warrants on persons, vehicles, and property.
11. Enters, retrieves, updates, and deletes information stored via computer.
12. Provide responsive, high quality service to County employees, representatives of outside agencies and members of the public by providing accurate, complete and up-to-date information, in a courteous, efficient and timely manner.

## ■ KNOWLEDGE, SKILLS AND ABILITIES

### Knowledge of:

- Techniques, procedures, and methods used in operation of a public safety communications center, including telephone and radio communications.
- Emergency (911) systems operation.
- State and local law enforcement procedures, practices, criminal codes, statutes, and ordinances.
- Geography of San Diego County, City, and environs.
- Appropriate agencies for handling of public safety complaints, problems, and emergencies.
- County customer service objectives and strategies.

### Skills and Abilities to:

- Reason clearly, analyze situations accurately, and adopt/develop effective course of action under both emergency and non-emergency circumstances.
- Maintain professional demeanor and response in handling sensitive, provocative, and/or emergency calls/callers.
- Document facts accurately, legibly, and completely under pressure of multiple/emergency call situations.
- Work effectively and accurately with codes and coded information.
- Read, interpret, and communicate map information accurately.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.

## ■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above.

Incumbents in this class are required to complete the POST-certified Basic Complaint/Dispatcher course within twelve (12) months of appointment.

## ■ ESSENTIAL PHYSICAL CHARACTERISTICS

**The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.**

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

## ■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

### License

A valid California class C driver's license, which must be maintained throughout employment in this class, is required at time of appointment, or the ability to arrange necessary and timely transportation for field travel. Employees in this class may be required to use their own vehicle.

### Certification/Registration

None Required.

### Working Conditions

Office environment; consists of high volume emergency and life -threatening calls for service. Incumbents work on a rotating shift on a seven days-a-week basis, excluding holidays. Incumbents work 10-hour shifts.

### Background Investigation

Must have a reputation for honesty and trustworthiness. Felony convictions will be disqualifying. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a thorough background investigation which may include a psychological, polygraph or other examination or test.

**Persons serving in positions in the Unclassified Service do not accrue tenure and serve at the pleasure of the appointing authority (Charter of the County of San Diego Section 909.2).**

**New: April 20, 2004**

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Union Code: NR

Variable Entry: N